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| SUBJECT REFUNDS | POLICY NUMBER 11.11 |  |
| POLICY MAINTENANCE ADMINISTRATOR: Director, Division of Administrative Services | | |
| PURPOSE/SCOPE: To establish criteria for refunds to customers. | | |

I. AUTHORITY

[Section 215.26, Florida Statutes](#), Repayment of funds paid into State Treasury through error

II. RELATED POLICIES

None

III. DEFINITIONS

Refund - Repayment of a sum of money previously paid; reimbursement

IV. POLICY

All requests for refunds from customers will be reviewed and properly authorized prior to reimbursement. The Department will not issue a refund when prohibited by law or rule.

Refunds will be approved if the amount to be refunded exceeds \$10 and when the

1. Requested service cannot be provided, or
2. Customer completed a driver license or motor vehicle transaction on-line and completed the same transaction in a driver license or tax collector office, or
3. Amount the customer paid for the service exceeded the established fee, or
4. Refund is otherwise due according to applicable laws or rules.

Refunds will be approved for under \$10* if specifically requested by the customer and any of the criteria above are met. (*The Department is utilizing the same dollar

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| Executive Director SIGNED ORIGINAL ON FILE | Origination Date 01/26/2016 |
| Page 1 of 2 | Effective Date of Latest Revision |

STATE OF FLORIDA
Department of Highway Safety and Motor Vehicles

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threshold enacted by the Legislature for two other entities. See Sections [28.244](#) and [197.2301](#), Florida Statutes.)

V. ROLES AND RESPONSIBILITIES

- A. The Revenue Audit and Refund Section of the Bureau of Accounting will process refunds.

VI. PROCEDURES

Customers can request refunds using the following forms:

- [Division of Motorist Services Refund Request \(HSMV 73644\) for Driver Licenses](#)
- [Application for License Plate and Decal Refund \(HSMV 83363\)](#)